

Program A: Office of Risk Management

OBJECTIVES AND PERFORMANCE INDICATORS

Unless otherwise indicated, all objectives are to be accomplished during or by the end of FY 2002-2003. Performance indicators are made up of two parts: name and value. The indicator name describes what is being measured. The indicator value is the numeric value or level achieved within a given measurement period. For budgeting purposes, performance indicators are shown for the prior fiscal year, the current fiscal year, and alternative funding scenarios (continuation budget level and Executive Budget recommendation level) for the ensuing fiscal year of the budget document.

The objective and performance indicators that appear are associated with program funding in the Base Executive Budget for FY 2002-2003. Specific information on program funding is presented in the financial section.

DEPARTMENT ID: 21 Ancillary Appropriations
 AGENCY ID: 21-804 Office of Risk Management
 PROGRAM ID: Program A: Administration

1. (KEY) To conduct safety audits on all state agencies once per year.

Strategic Link: This operational objective is an incremental step toward accomplishing the Office of Risk Management (ORM) OBJECTIVE II.I "Through June 30, 2007, the Office of Risk Management, through the Loss Prevention Program, will conduct *safety audits on all state agencies once per year.*"

Louisiana: Vision 2020 Link: Vision 2020, Goal 1, Objective 1.8 which reads, "To improve the efficiency and accountability of governmental agencies."

Children's Cabinet Link: Not applicable

Other Link(s): Not applicable

Explanatory Note: By conducting safety audits verifying that state agencies are following safety guidelines, costs of governmental agencies."

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 2000-2001	ACTUAL YEAREND PERFORMANCE FY 2000-2001	ACT 32 PERFORMANCE STANDARD FY 2001-2002	EXISTING PERFORMANCE STANDARD FY 2001-2002	AT CONTINUATION BUDGET LEVEL FY 2002-2003	AT RECOMMENDED BUDGET LEVEL FY 2002-2003
K	Percentage of state agencies audited	100%	100%	100%	100%	100%	100%

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2. (KEY) To provide a review process for insurance requirements in contracts for all state agencies and to provide an insurance certification process for all state agencies

Strategic Link: This operational objective is an incremental step toward accomplishing the Office of Risk Management (ORM) OBJECTIVE 1.2 "Through June 30, 2007, the Office of Risk Management will provide all state agencies with related insurance services for multi-line coverages.

Louisiana: Vision 2020 Link: Vision 2020, Goal 1, Objective 1.8 which reads, "To improve the efficiency and accountability of governmental agencies."

Children's Cabinet Link: Not applicable

Other Link(s):

Explanatory Note: State agencies submit contracts to ORM for review. ORM must read and interpret insurance requirements contained in the contract, determine whether ORM can provide coverage as stated, advise the agency if insurance requirements are acceptable or make recommendations for changes, and once insurance terms acceptable, issue a certificate of insurance as needed.

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 2000-2001	ACTUAL YEAREND PERFORMANCE FY 2000-2001	ACT 32 PERFORMANCE STANDARD FY 2001-2002	EXISTING PERFORMANCE STANDARD FY 2001-2002	AT CONTINUATION BUDGET LEVEL FY 2002-2003	AT RECOMMENDED BUDGET LEVEL FY 2002-2003
K	Percentage of contracts received that were reviewed within four (4) working days.	Not applicable ¹	Not applicable ¹	Not applicable ¹	Not applicable ¹	80%	80%

¹ This is a new performance indicator

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3. (KEY) To recover on at least 50% of the claims which qualify for subrogation

Strategic Link: This operational objective is an incremental step toward accomplishing the Office of Risk Management (ORM) OBJECTIVE III.I "Through June 30, 2007, the Office of Risk Management will recover on 50% of the claims which qualify for subrogation."

Louisiana: *Vision 2020* Link: Vision 2020, Goal 1, Objective 1.8 which reads, "To improve the efficiency and accountability of governmental agencies."

Children's Cabinet Link: Not applicable

Other Link(s):

Explanatory Note: Subrogation is the recovery of losses paid by ORM from a 3rd party who was responsible for the accident/occurrence. In order for a claim to be subrogable, it must have been caused by a 3rd party and the cost to pursue subrogation must not exceed the amount that could be collected through subrogation. Subrogation will be waived only on those cases where cost would exceed the benefit or the 3rd party cannot be located.

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 2000-2001	ACTUAL YEAREND PERFORMANCE FY 2000-2001	ACT 32 PERFORMANCE STANDARD FY 2001-2002	EXISTING PERFORMANCE STANDARD FY 2001-2002	AT CONTINUATION BUDGET LEVEL FY 2002-2003	AT RECOMMENDED BUDGET LEVEL FY 2002-2003
K	Percentage of claims recovered on versus number of claims subrogable	Not applicable ¹	Not applicable ¹	Not applicable ¹	50% ²	50% ²	40%

¹ This is a new performance indicator

² August 15th adjustment

DEPARTMENT ID: 21 Ancillary Appropriations
 AGENCY ID: 21-804 Office of Risk Management
 PROGRAM ID: Program A: Administration

4. (KEY) To ensure at least 25% of new claims are entered within three (3) working days of receipt

Strategic Link: This operational objective is an incremental step toward accomplishing the Office of Risk Management (ORM) OBJECTIVE III.I "Through June 30, 2007, the Office of Risk Management will recover on 50% of the claims which qualify for subrogation.

Louisiana: Vision 2020 Link: Vision 2020, Goal 1, Objective 1.8 which reads, "To improve the efficiency and accountability of governmental agencies."

Children's Cabinet Link: Not applicable

Other Link(s):

Explanatory Note:

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 2000-2001	ACTUAL YEAREND PERFORMANCE FY 2000-2001	ACT 32 PERFORMANCE STANDARD FY 2001-2002	EXISTING PERFORMANCE STANDARD FY 2001-2002	AT CONTINUATION BUDGET LEVEL FY 2002-2003	AT RECOMMENDED BUDGET LEVEL FY 2002-2003
K	Percentage of new claims entered within three (3) working days	Not applicable ¹	Not applicable ¹	Not applicable ¹	25% ²	25% ²	25%

¹ This is a new performance indicator

² August 15th adjustment

DEPARTMENT ID: 21 Ancillary Appropriations
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5. (KEY) To process 30% of claims reported within 60 days of receipt

Strategic Link: This operational objective is an incremental step toward accomplishing the Office of Risk Management (ORM) OBJECTIVE III.3 "through June 30, 2007, the Office of Risk Management will process 30% of the claims reported within 60 days of receipt."

Louisiana: Vision 2020 Link: Vision 2020, Goal 1, Objective 1.8 which reads, "To improve the efficiency and accountability of governmental agencies."

Children's Cabinet Link: Not applicable

Other Link(s):

Explanatory Note:

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 2000-2001	ACTUAL YEAREND PERFORMANCE FY 2000-2001	ACT 32 PERFORMANCE STANDARD FY 2001-2002	EXISTING PERFORMANCE STANDARD FY 2001-2002	AT CONTINUATION BUDGET LEVEL FY 2002-2003	AT RECOMMENDED BUDGET LEVEL FY 2002-2003
K	Percentage of claims processed within 60 days of being reported.	Not applicable ¹	Not applicable ¹	Not applicable ¹	Not applicable ¹	30% ²	30%

¹ This is a new performance indicator

² August 15th adjustment

DEPARTMENT ID: 21 Ancilliary Appropriations

AGENCY ID: Office of Risk Management

PROGRAM ID: Administration

GENERAL PERFORMANCE INFORMATION:					
PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES				
	PRIOR YEAR ACTUAL FY 1996-97	PRIOR YEAR ACTUAL FY 1997-98	PRIOR YEAR ACTUAL FY 1998-99	PRIOR YEAR ACTUAL FY 1999-00	PRIOR YEAR ACTUAL FY 2000-01
Cost of ORM Premiums	\$222,433,921	\$169,303,389	\$148,000,784	\$129,684,673	\$114,286,146
	\$337,404,877	\$377,024,562	\$405,449,570	\$337,801,842	\$317,092,784
	\$114,970,956	\$207,721,173	\$257,488,786	\$208,117,169	\$202,806,638

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GENERAL PERFORMANCE INFORMATION:					
	PERFORMANCE INDICATOR VALUES				
PERFORMANCE INDICATOR NAME	PRIOR YEAR ACTUAL FY 1996-97	PRIOR YEAR ACTUAL FY 1997-98	PRIOR YEAR ACTUAL FY 1998-99	PRIOR YEAR ACTUAL FY 1999-00	PRIOR YEAR ACTUAL FY 2000-01
Number of claims per adjuster (Workers' Compensation)	328	263	381	398	341
Number of claims per adjuster (Transportation)	387	236	235	208	207
Number of claims per adjuster (Property)	288	271	271	265	265
Number of claims per adjuster (Medical Malpractice)	174	190	197	204	159
Number of claims per adjuster (Road Hazard)	281	237	233	298	238
Number of claims pending at period beginning	11,501	10,226	12,111	13,276	12,653
Number of claims opened	13,916	14,836	13,644	12,501	13,218
Number of claims closed	15,191	12,951	12,479	13,124	13,206
Number of pending claims at period end	10,226	12,111	13,276	12,653	12,665
Number of claims inception to date	178,886	192,802	207,638	220,139	233,357